

PAY/BENEFITS UNIT MANAGER ROLE

Role Summary

The Payroll/Benefits Unit Manager Role consists of one grade level (14). Performs supervisory and technical work relating to on-line payroll processing and employee benefits accounting using the Statewide Budgeting, Accounting, and Human Resource System (SABHRS) system. The incumbent is considered a line supervisor who independently recommends hiring, reviews work of subordinate staff, recommends formal or on-the-job training, and assists with budget recommendations. Incumbent is assists the Human Resource Director in managing one or more program functions. Primary contacts are with the HR Director, other Office of Human Resource staff, Budget Analyst, accounting staff, department employees and management, Department of Administration State Personnel Division staff, and other agencies.

Working Conditions

Considerable mental stress and pressure due to supervisory issues, workload, conflicting, multiple priorities, and meeting deadlines and requirements. Constant interruptions and distractions may require quick responses and re-prioritization of the workload. Work hours may exceed 40 hours per week at times.

Education and Experience

- Grade 14: competencies and degrees of proficiency are typically acquired through a combination of education and experience equivalent to a bachelor's degree in business, management, accounting, or a related field and two years of payroll, benefits, and budget experience, including one year of on-line payroll system experience and three years of supervisory responsibility. Other combinations of education and experience will be evaluated on an individual basis.

Department Core Competencies

In addition to the role specific competencies, there are four, department core competencies that all employees are expected to successfully achieve. These are:

- *Interpersonal Skills:* Builds constructive and effective relationships with internal and external customers and is committed to meeting customer needs in a timely and accurate manner. Listens actively and attentively and demonstrates an appreciation of other perspectives. Builds the appropriate rapport required to do business. Openly demonstrates an understanding of and respect for the value of co-workers' contributions to the department mission.
- *Decision-Making and Accountability:* Considers the department's vision, mission, and values in making decisions and taking actions. Identifies and considers possible alternatives before making decisions. Bases decisions on achieving desired outcomes pursuant to the departmental business plan or management direction. Uses a combination of analysis, experience, and sound judgment that results in fairness and consistency, while being accountable for actions. When serious ethical issues are at stake, takes all necessary actions.

- *Commitment to Continuous Improvement:* Ability and willingness to continually seek greater efficiency in agency programs, is results driven, and meets changing requirements in work or direction. Adapts to changing conditions and work responsibilities. Accepts constructive criticism and suggestions and uses them to improve performance.
- *Personal and Work Ethics:* Creates own measures of excellence, and practices what he/she promotes. Sets goals that provide challenges and measures goal attainment regularly. Displays a contagious optimism about the work to be done. Goes beyond traditional ways to address issues despite obstacles or resistance. Is able to generate ideas, fresh perspectives, and original approaches and engages in open-minded thinking. Employs strategies to promote ideas and proposals to increase probability of acceptance. Mentors others to improve the performance necessary to achieve success. Reflects a belief that the results achieved are a direct result of his/her personal decisions and actions.

Grade Levels

Each grade level lists the essential duties that describe work performed 50 percent or more of the time (predominant work). Established work plans established identify day-to-day tasks.

Grade 14

Predominant/Essential Duties

- Define work responsibilities and priorities for subordinate staff.
- Supervise, coordinate, monitor, and review assigned duties of subordinate staff to ensure work plan goals are met and tasks are completed accurately and timely.
- Make and enforce decisions dealing with hiring, discipline, individual performance, and leave or flextime.
- Assure that training is identified and properly assigned as needed and conduct or assign on-the-job training for staff.
- Assist OHR management in the development of short and long-range strategies and organizational work plans.
- Develop and implement payroll policy.
- Provide payroll/benefit guidance to the payroll/benefits specialists, human resource staff, and managers.
- Provide input to management on legislative issues affecting payroll and benefits.
- Implement legislative impact affecting payroll and benefits.
- Analyze information and prepare reports using payroll/benefits system data as requested by management.
- Assist accounting and budgeting personnel with payroll and FTE data compilation and interpretation.
- Initiate and maintain payroll-related union requirements.
- Coordinate the completion of the Department's on-line pre-payroll with payroll staff and review prior to submittal to Central Payroll.
- Correct payroll internal or reporting errors by researching files, correcting documentation, and communicating with affected employees.
- Process unusual salary changes by completing change forms and changing the pre-payroll listing.
- Research and respond to employee questions or administrative/supervisor inquiries on payroll and benefit matters by reviewing files and researching circumstances.

- Disseminate benefit information for employees by advising new employees, answering routine and non-routine questions, and implementing policy and procedure changes or modifications.
- Maintain procedures of collecting insurance premiums from eligible retired employees and from personnel on leave-without-pay in order to maintain their group coverage.

Competencies and Degrees of Proficiency

The Competency/Proficiency Chart identifies the role specific competencies, degrees of proficiency, and guidance required for each grade level. Role specific competencies describe the knowledge, skills, and abilities required to perform the essential duties. The degrees of proficiency indicate the difficulty and/or complexity level of the tasks and assignments.

Competency/Proficiency Chart – Payroll/Benefits Unit Manager Role

Competencies	Grade 14 Independently
Demonstrated knowledge of payroll administration.	C
Demonstrated ability to be accurate and detail orientated.	C
Demonstrated knowledge and effective application of federal/state statutes, administrative rules, and state policies and procedures relative to the role.	C
Demonstrated ability to think creatively and recommend innovative solutions.	D
Demonstrated knowledge and skill of word processing, spreadsheet, database, and software applications/programs relative to the role.	C
Demonstrated knowledge of employee benefits.	C
Demonstrated knowledge and ability in conflict resolution techniques relative to the role.	C
Demonstrated knowledge and ability in organization techniques relative to the role.	C
Demonstrated research skill relative to the role.	C
Proactively focus efforts and energy on successfully attaining goals and objectives, assuming accountability for decisions, actions, and results. Follow issues through to completion.	C
Demonstrated ability to maintain strict confidentiality regarding sensitive information, tax, and revenue matters.	D
Demonstrated ability to provide timely and effective written, oral, and interpersonal communication.	C
Demonstrated knowledge of concepts and practices of personnel management and supervision.	C
Demonstrated ability to timely and consistently communicate role-related rules, policies, and procedures.	C
Demonstrated knowledge of department business processes and ability to apply that knowledge effectively.	C
Demonstrated ability to understand the value, objectives, and political structure of the organization.	C
Demonstrated skill and ability to identify and allocate resources.	C

Degree of Proficiency

A: A degree of knowledge, skill, or ability commensurate with elementary-level tasks and assignments.

B: A degree of knowledge, skill, or ability commensurate with intermediate-level tasks and assignments.

C: A degree of knowledge, skill, or ability commensurate with advanced-level tasks and assignments.

D: An advanced degree of knowledge, skill, or ability commensurate with considerable experience and the application of the competency to non-standard tasks and assignments.

E: The most advanced degree of knowledge, skill, or ability, evidencing complete mastery and understanding of the subject.